

QUESTIONS AND ANSWERS

1. **Question** – Is there a specific time for delivery of merchandise?

Answer – No, but all deliveries need to be coordinated and cleared by the security office 24 hours in advance.

2. **Question** – Is there a bathroom that the Cafeteria needs to be responsible for?

Answer – No, no bathrooms are included in the Cafeteria space.

3. **Question** – Please provide the drawing for the reconfiguration of the cafeteria as explained?

Answer – Please find attached the drawings for the planned reconfiguration of the Cafeteria space.

4. **Question** – Who is going to be responsible for the cleaning of the cafeteria?

Answer – (Exhibit A, Section IV, Part J (2), page 16) The Licensee shall furnish labor and supervision sufficient to maintain the cafeteria in a clean, orderly, and sanitary condition at all times. The Licensee is also responsible for cleaning the seating/dining space stated in page 12.

5. **Question** – Will the Licensor control the Licensee's prices? Can prices be adjusted after the agreement is signed?

Answer – (Exhibit A, Section IV, Part C (2), page 14) The Licensee establishes its prices in the solicitation. However, if the Licensee believes that a price increase is necessary, it shall notify the Licensing Officer in writing and follow the procedure stated in the agreement.

6. **Question** – Can we produce food to sell outside the Embassy?

Answer – (Exhibit A, Section VII, Part B, page 20) Patronage: The facilities and services provided in this Agreement are for the benefit and convenience of Embassy employees.

7. **Question** – Please confirm the number of people to whom the daily service should be given.

Answer – (Exhibit A, Section I, page 12) This cafeteria is to be operated for the benefit of approximately 350 employees who will be occupants in the US Embassy Panama.

8. **Question** – In the study that you have, what is the percentage of people that uses the cafeteria?

Answer – The U.S. Embassy does not have such study. The current Licensee said around 300 plates are served daily between breakfast and lunches.

9. **Question** – How many locals [Panamanians] work for the U.S. Embassy? This affects the Panamanian menu.

Answer – There are approximately 200 local employees, and about 70 U.S. employees.

10. **Question** – Is the menu shown in page 8, Section 2, Sub-Section 1, Part II(a)(2) a suggestion or a requirement?

Answer – A menu of the day is required, it should contemplate: three (3) items, a protein and 2 side dishes, the price shall be set less to \$3.75. The menu provided is a suggestion. Embassy surveys have indicated a preference for quick and light meals and snacks in addition to the menu of the day.

11. **Question** – Can we do day specials and have different menus every day?

Answer – (Exhibit A, Section IV, Part C, page 13) The Licensee shall provide a variety of quality-prepared foods and beverages at reasonable prices. Theme menus are especially popular with employees (Mexican—tacos, burritos, fajitas; Italian – lasagna, spaghetti; Thanksgiving and Christmas menu at the holidays. There are certain items that should be available daily: i.e., Pre-Packed salads, Sandwiches such as chicken, tuna fish, ham and cheese, hamburgers/cheeseburgers, chicken fingers, club sandwich, etc.

12. Can visitors buy [food in the cafeteria] or is it limited to employees only?

Answer – (Exhibit A, Section VII, Part B, page 20) Patronage: The facilities and services provided in this Agreement are for the benefit and convenience of Embassy employees. However, special visitors and/or guests can use the cafeteria services.

13. **Question** – At what time can our employees start working?

Answer – (Exhibit A, Section III, Part A, page 13) Schedule: Service is required Monday thru Thursday from 6:30 am to 2:30 pm and Fridays from 6:30am thru 1:00pm. (We are willing to discuss longer opening hours.)

14. **Question** – Can they cafeteria close after the service time required?

Answer – Yes, as long as the Cafeteria workers have enough time to clean and close the cafeteria before 5:30 p.m.

15. **Question** – Can they [cafeteria employees] start before 6:30 a.m. so that they have enough time for preparing breakfast?

Answer – Yes, the cafeteria employees can arrive at 6:00am to start preparing the food.

16. **Question** – Who is going to be responsible for the garbage collection?

Answer – (Exhibit A, Section IV, Part G, page 16) Trash Removal: The Licensee shall remove trash from the Cafeteria anytime that waste canisters are full or not less each day

after 3:00 pm; whichever is greater. Any alteration to this provision must be directed in writing by the Licensing Officer.

- (1) The trash will be deposited in the main Embassy dumpsters located outside the Service CAC.

17. **Question** – Who will be responsible for the maintenance, repair, and natural depreciation of the Licensor Furnished Property?

Answer – (Section I, Sub-Section VIII, Part F(3)(4), pages 5-6):

- (3) The Licensor shall maintain the official property control records of all Licensor-Furnished property.
- (4) Upon taking delivery of the Licensor-Furnished property, the Licensee assumes the risk and responsibility for its loss or damage, except--
 - (a) For reasonable wear and tear; or
 - (b) As otherwise provided in this Agreement.

18. **Question** – Does the cash register have to meet some requirements? Employees will pay with credit card, clave cards or cash?

Answer – No. All payments are done in cash by the employees. There is no connectivity for credit cards or clave cards.

19. **Question** – At what time is lunch and for how long? Does everyone eat at the same time?

Answer – Embassy employees have 30 minutes for lunch, they eat their lunch between 11:30am and 1:30pm. However, there are a few employees that do eat before or after this time frame.

20. **Question** – After the proposals are submitted, how long is it going to take to start the cafeteria operation?

Answer – The US Embassy is estimating to begin operations in the Cafeteria on Mid November. However, the date is subject to change.

21. **Question:** Can we show the MINSA Health carnet as proof of employee's good health?

Answer – No, the Licensee must present, for each employee, a copy of the exams identified in Exhibit A, Section IV, Part E, page 15.

22. **Question** – Can we bring other snack machines?

Answer – The Cafeteria licensee can put a Coffee Machine/Nescafe Coffee machine similar to the current one, but the rest of the snack machines in the buildings are managed by the American Embassy Employee Association.

23. **Question** – Who is responsible to manage the use of the TV at the cafeteria area?

Cafeteria

Answer – As the Televisions belong to the Embassy, the cafeteria users are free to use them and select the channels they want to watch.